

Professional and Managerial Branch
Development Services Group
Customer Service Series

BUSINESS AND CUSTOMER SERVICES MANAGER

08/05 (VZ)

General Purpose

Under general direction, manage customer service, business and administrative functions.

Typical Duties

Plan, direct, implement and control customer service activities. Involves: Review and evaluate service and control delivery methods and systems in accordance with State and Federal laws. Analyze existing procedures and recommend changes and improvements. Oversee customer public relations, complaints and cashing functions. Manage meter reading and repair, customer billing and inspection functions. Handle difficult customer relation problems in accordance with established departmental policies and procedures. Respond to and resolve difficult or unprecedented cases that may necessitate deviation from general policies. Refer difficult complex cases to director for guidance and disposition, as necessary. Interpret and explain laws, ordinances, codes, and rules and regulations to contractors, customers and the public. Ensure customers are charged according to fee or rate structures, investigate discrepancies, and authorize refunds or account adjustments. Approve extensions on delinquent accounts. Integrate customer service activities with those of other sections. Verify, analyze and participate in implementation and upgrading of information systems or modules.

Coordinate the department's business activities. Involves: Review, develop, and modify accounting methods to improve existing procedures, insure conformity to policy, and increase effectiveness. Assess and evaluate business licensing, permitting, and revenue collections activities. Verify journal and ledger entries of cash and check payments, purchases, expenses and trial balances. Prepare annual budget to include projections for resources to meet short and long term goals and objectives, including personnel, facilities, capital improvements, programs and services. Report on scopes of audits, financial conditions, source and application of funds, and recommendations for financial operations improvements. Perform specialized analysis such as the impact of changes to fee rates and cost of service studies. Prepare various reports and studies on operations and activities. Prepare and maintain various periodic operational and financial reports including revenue and disbursement summaries.

Perform administrative, professional and incidental duties. Involves: Supervise payroll and personnel functions. Supervise operation, maintenance and updating of legal documentation and other required department record keeping such as payroll, employee files, purchase requisitions and other transactions. Research, coordinate and respond to open records request. Substitute as qualified for subordinates during temporary absences to maintain continuity of normal services. Attend city council meetings and represent department at committee meetings, conferences and other events. Testify in court as required.

Supervise, train and evaluate assigned personnel. Involves: Schedule work to expedite flow and balance loads. Assign duties, and issue written and oral instructions. Check work for service effectiveness, quality and quantity acceptability, and policy and procedural conformance. Guide subordinates to overcome difficulties encountered, correct errors and rectify complaints. Appraise employee performance. Coach to motivate competency improvement and career advancement. Arrange for or conduct internal orientation, job training, and employee development activities. Enforce personnel rules and regulations, and conduct, courtesy, attendance, appearance and safety standards. Counsel subordinates to maintain harmony within unit and with other organizations, and resolve conflicts and grievances. Recommend staffing and employee status changes. Interview applicants and recommend selection.

Knowledge, Abilities and Skills

- Considerable knowledge of applicable laws, city ordinances, rules and regulations.
- Considerable knowledge of customer service principles and practices.
- Considerable knowledge of administrative and management practices, standards of conduct and work attendance.
- Good knowledge of accounting methods, practices and procedures and budget development and control.
- Good knowledge of safe working practices and procedures.
- Ability to firmly and impartially supervise, train and evaluate assigned personnel.
- Ability to enforce safe working practices and procedures, standards of conduct and work attendance.
- Ability to maintain records and prepare reports.
- Ability to analyze problems and identify alternative solutions.

- Ability to communicate clearly and concisely, orally and in writing to persuade, negotiate and resolve differences of opinion or interpretation, to testify in court, and respond to items on Council agenda.
- Ability to establish and maintain effective working relationships with city employees, officials, contractors and the public.
- Skill in safe operation and care of personal computers or network workstation, and generic business productivity and specialized software.

Other job Characteristics

- Occasional driving through City traffic.

Minimum Qualifications

Training and Experience: Equivalent to a combination of an accredited Bachelor's Degree in Business or Public Administration, Accounting, or related field, plus five (5) years of professional customer service administration experience.

Licenses and Certificates: Texas Class "C" Drivers License or equivalent license issued by another state.

Human Resources Director

Department Head

Department Head